

**STATE OF WASHINGTON  
ADMINISTRATIVE OFFICE OF THE COURTS  
1212 Quince Street Southeast  
PO Box 41170  
Olympia, WA 98504-1170**

**REQUEST FOR PROPOSALS  
RFP 2005-05**

**TRAFFIC DATA COLLECTION SOFTWARE [TDCS]**

**Response Due:  
March 31, 2005 – 4:30 p.m., Pacific Standard Time (PST)**

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# 1. Purpose

The Administrative Office of the Courts (AOC) is initiating this Request for Proposals (RFP) to solicit responses from vendors interested in providing a traffic data collection software system [TDCS] that will be used to electronically capture tickets and collision reports and electronically transmit the data to receiving agencies for processing.

## 1.1. ***Project Background***

The current traffic records data flow process in Washington State involves manual entry of a large volume of collision reports and tickets multiple times at multiple agencies. Current annual workload levels are 140,000 collision reports and over 1,000,000 tickets with an expected future growth rate of 10% per year. The current system is subject to errors, time delays and excessive costs. The proposed TDCS will eliminate redundant manual data entry at several points and improve the information flow and quality of data among agencies in the traffic safety community. To achieve this, the application shall meet the following business objectives:

- Enable law enforcement officers to enter and print collision reports, tickets, and other relevant forms electronically and transmit the data captured to appropriate agencies and courts through the statewide data exchange network for processing.
- Improve data accuracy in the collision reporting and ticket preparation process by enforcing business rules and edits.
- Eliminate the on-going backlog of manual collision reports and tickets awaiting data entry by agencies and courts.
- Improve the timeliness of collision reporting and ticket data, decreasing the time from the preparation, processing and filing with appropriate agencies and courts.
- Decrease the staff time required to enter, review and approve collision reports and tickets by eliminating redundant manual entry of data.
- Provide an electronic audit process for accounting for collision reports and tickets.
- Increase the quality and timeliness of data to the traffic safety community.

## 1.2. ***eTRIP***

The strategic plan for the Washington Traffic Records Committee (TRC) seeks to improve the collection and distribution of traffic safety data in the State of Washington by reducing paper-based data collection processes and exchanges. An array of traffic records improvement projects will be part of the eTRIP initiatives. The procurement of a TDCS for state and local law enforcement agencies is the first eTRIP project. eTRIP is a collaborative effort among agencies, including the Administrative Office of the Courts (AOC), Washington State Patrol (WSP),

Washington State Department of Transportation (WSDOT), Washington State Department of Licensing (DOL).

### 1.3. ***Existing business environment***

Diagrams of the current and proposed business models for tickets and collision reports are included in the Appendices to this RFP

### 1.4. ***Additional references***

The following references contain additional information about partners in the eTRIP Initiative and the TDCS Project:

Reference	Website Address
Administrative Office of the Courts (AOC)	<a href="http://www.courts.wa.gov/">www.courts.wa.gov/</a>
Access Washington	<a href="http://www.access.wa.gov">www.access.wa.gov</a>
Washington Department of Information Services (DIS)	<a href="http://www.wa.gov/dis/">www.wa.gov/dis/</a>
Washington State Justice Information Network (JIN)	<a href="http://www.jin.wa.gov">www.jin.wa.gov</a>
Washington State Department of Transportation (WSDOT)	<a href="http://www.wsdot.wa.gov/">www.wsdot.wa.gov/</a>
Department of Licensing (DOL)	<a href="http://www.dol.wa.gov/">www.dol.wa.gov/</a>
Washington Association of Sheriffs and Police Chiefs (WASPC)	<a href="http://www.waspc.org/">www.waspc.org/</a>
Washington State Patrol (WSP)	<a href="http://www.wsp.wa.gov/">www.wsp.wa.gov/</a>

## 2. Services Required

This section presents a high-level description of the application to be purchased, the implementation objectives, scope of work, anticipated users of the application, the environment in which it will be used, and the known constraints.

### 2.1. ***Product Vision***

The vendor will work with the State to produce a customizable software application that is capable of creating and capturing data elements using predefined electronic tickets, electronic collision reports, or other relevant forms on a variety of mobile devices and work stations for submission to a jurisdictional level central server for storage, processing, analysis, reporting and transmission to a statewide data exchange network.

The application shall have a graphical user interface (GUI) , be scalable in terms of number of users and forms, hardware independent and designed to work reliably in a mobile environment with multiple communication technologies, including operating while either connected or disconnected with the network. It shall be adaptable to business processes and changes in technology.

## **2.2. Roles**

The State will provide the network infrastructure and appropriate hosting facilities to support the traffic data collection system and its associated equipment. Contractor will provide a traffic data collection software product and consulting services to configure, integrate, program, test and install a fully functional traffic data collection system that meets the State's requirements specified in the Detailed Design Document (DDD), Statement of Work (SOW) and the implementation contract.

### **2.2.1. State's responsibilities**

The State itself or through others will provide facilities, network infrastructure and associated systems with which the traffic data collection system will work, including the following:

- 2.2.1.1.** Work with the contractor to produce a Detailed Design Document (DDD) that will specify the functional operation, configuration and design of the completed system and all interfaces. The DDD will also include the System Acceptance Test Plans.
- 2.2.1.2.** Work with the contractor to produce a Statement of Work (SOW) that will specify all of the services to be rendered by the Contractor during this project. The SOW will include a project schedule, implementation plan, data conversion plan, testing plan, acceptance criteria, training plan and other relevant documents for managing the project
- 2.2.1.3.** Provide project management and oversight
- 2.2.1.4.** Provide test and production environments
- 2.2.1.5.** Provide office space for contractor staff
- 2.2.1.6.** Provide training facilities
- 2.2.1.7.** Local Area Network/Wide Area Network
- 2.2.1.8.** Microwave/Radio network infrastructure for the transmission of data to field units
- 2.2.1.9.** Mobile Data Computers and peripherals for testing and deployment
- 2.2.1.10.** Application and database servers, routers, switches, hubs, firewalls and cables

## **2.2.2. Contractor's Responsibilities**

**2.2.2.1.** Provide a Traffic Data Collection Software Statement of Work and Project Design.

**2.2.2.2.** Work with the State to produce a DDD that will specify the functional operation, configuration and design of the completed system and all interfaces. The DDD will also include the System Acceptance Test Plans.

**2.2.2.3.** Work with the State to produce a Statement of Work (SOW) that will specify all of the services to be rendered by the Contractor during this project. The SOW will include a project schedule, implementation plan, data conversion plan, testing plan, training plan and other relevant documents in managing the project.

**2.2.2.4.** Provide a Project Manager who will:

**2.2.2.4.1.** Manage contractor activities to meet the schedule of activities as described in the SOW using a proven project management methodology

**2.2.2.4.2.** Be involved in day-to-day decision making regarding the project

**2.2.2.4.3.** Execute the project plan as agreed with the State's project managers

**2.2.2.4.4.** Resolve project issues and set priorities as directed by the State's project managers

**2.2.2.4.5.** Prepare a project schedule using MS Project 2000 or higher and provide an electronic copy at the beginning of the project and agreed upon intervals

**2.2.2.4.6.** Furnish written status reports at agreed upon intervals.

### **2.2.2.5. Project Team**

Provide a dedicated and consistent project team with the needed skills for the duration of the project. The State reserves the right to reject any substitution of project team members proposed by the Contractor.

#### **2.2.2.6. Subcontractors**

**2.2.2.6.1.** The State prefers that the vendor perform all work and that subcontractors not be used.

**2.2.2.6.2.** The State reserves the right to reject any subcontractor proposed by the Contractor.

**2.2.2.6.3.** A proposed subcontractor shall meet all of the minimum qualifications imposed on the prime contractor, but the project experience qualifications need only demonstrate the subcontractor's level of experience relative to that specific portion of the project that the subcontractor will perform. Past experience as part of a similar project is desirable.

**2.2.2.6.4.** The prime contracting organization shall be responsible for managing all services outlined in the proposal, including any services provided by subcontractors.

#### **2.2.2.7. System Configuration**

Configure, customize, and program the TDCS to meet the functional and technical requirements established in the SOW and DDD.

#### **2.2.2.8. Installation**

Install the TDCS on the workstations, servers, and Mobile Data Computers (MDC's) as specified by the SOW and DDD.

#### **2.2.2.9. Integration**

**2.2.2.9.1.** Work with end users and technical support staff to ensure full integration of the application into the State's existing environment

**2.2.2.9.2.** Provide adequate support staff to help with integration as specified in the SOW

#### **2.2.2.10. System Testing and Configuration**

**2.2.2.10.1.** Work with project staff to develop System Acceptance Criteria and Test Plans.

**2.2.2.10.2.** Provide support staff during acceptance tests.



#### **2.2.2.11. System Programming**

Provide design and programming for data extraction, encryption, XML packaging and delivery to the appropriate state or local repositories/networks.

#### **2.2.2.12. Training**

**2.2.2.13.** Train state personnel to administer, maintain, and configure the application as specified in the SOW.

**2.2.2.14.** Train state trainers in the use of the application and provide required training materials in advance of scheduled training, as specified in the SOW.

#### **2.2.2.15. Documentation**

**2.2.2.15.1.** Provide documentation on the administration, maintenance and configuration of the application.

**2.2.2.15.2.** Provide documentation on the use of the application as configured for the State.

**2.2.2.15.3.** Provide system level documentation on the database schema(s), XML package, and application programming.

**2.2.2.15.4.** Provide diagrams of business process flows.

**2.2.2.15.5.** Provide as-built diagrams and documentation for any contractor-installed network or hardware components.

#### **2.2.2.16. Source code**

***The state prefers to own the source code that has been developed when the project is completed.***

#### **2.2.2.17. Maintenance and Support**

Maintenance and support will be negotiated with the ASV if the state will not own the source code upon project completion.

### **3. System Requirements**

#### **3.1. *Operating Environment***

The proposed product shall be fully compatible with the State's current standard workstation and server software and work well within the existing operating environment, which includes:

#### 3.1.1. **Hardware equivalent to the following:**

- IBM Compatible Desktop PC's, Laptops, and Notebooks
- IBM Compatible Application, Database and Print Servers
- Hewlett Packard and Pentax Printers
- Cisco Network Routers and Switches

#### 3.1.2. **Software**

- Microsoft Windows 2000 and XP Professional
- Microsoft Office 2000, XP and 2003
- Adobe Acrobat Reader 5.0, 6.0 and Professional
- Visio 2000, 2002 and 2003 Standard and Professional
- Norton Antivirus Corporate Edition 8.0
- Attachmate myExtra Enterprise 7.0
- Roxio Easy Media Creator 6.0 and 7.0
- Nero 5.0, 5.5 and 6.0
- Microsoft Windows Server 2000 and 2003
- Microsoft SQL Server 2000
- PC Anywhere 10
- Microsoft SMS Client 3.0
- Cisco VPN Client v. 3.5

#### 3.1.3. **Network**

- Ethernet Network Interface
- Token Ring Network Interface
- TCP/IP Network Protocols for all LAN/WAN communications
- SAN Storage Area

### 3.2. ***Design and Implementation Constraints***

3.2.1. The proposed Traffic Data Collection System shall be designed as an open system environment solution.

3.2.2. The proposed system shall be standards based and support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols.

3.2.3. The application development environment and databases shall not be proprietary and shall not restrict the State from using the application or data in any current or future application.

3.2.4. The application shall be developed using .Net or J2EE standards.

3.2.5. The database shall be ODBC compliant.

- 3.2.6. The application shall utilize a database management design that is capable of handling current and future traffic data collection needs.
- 3.2.7. The application shall be able to utilize a database that has at least 1 terabyte of stored data.
- 3.2.8. All software supplied with the system shall be certified as Year 2000 compliant and shall have no other date specific errors similar to the Year 2000 limitations.
- 3.2.9. All application source code and technical documentation shall be in English.
- 3.2.10. Any source code or documentation provided to the State shall be delivered in its entirety upon acceptance of the product (excludes third party software).
- 3.2.11. Proposals shall list all software required to operate and maintain the proposed system, including manufacturer and version.

### 3.3. ***User Documentation***

- 3.3.1. The application shall provide integrated on-line help for users, a user's guide, a detailed Technical Support manual and a System Administrator manual.
- 3.3.2. Proposals shall include sample copies of documentation that would be provided for users, administrators, support technicians and others who will be involved in the use, deployment and maintenance of the proposed system.
- 3.3.3. The vendor shall provide a complete on-line copy of the system and user documentation.
- 3.3.4. System documentation and help files shall be context sensitive.
- 3.3.5. The on-line documentation shall be searchable based on topic or a keyword search.
- 3.3.6. The System Administrator shall be able to modify and add to the on-line help files as necessary.
- 3.3.7. The vendor will supply comprehensive documentation of each change, modification, or error fix that has been included in each version release or update.

### **3.4.     *System Performance***

System performance standards will be established once the ASV has been selected and the DDD has been received.

### **3.5.     *Interface Requirements***

This section specifies requirements that ensure the application will connect properly to external components.

#### **3.5.1. User Interface**

**3.5.1.1.** The product shall have graphical User interface available for accessing and using the functions and commands described in this RFP.

**3.5.1.2.** Standard drop-down lists should be used wherever possible for standard values to be selected by the User.

**3.5.1.3.** Pull down menus, command buttons, short-cut keys, pop-up windows, and other navigation aids should be used wherever possible to make the product efficient and easy to use.

**3.5.1.4.** As part of this proposal, the vendor shall describe the design, features and functions of the application. The description shall include screen shots and graphics designed to provide evaluators with an easily understood overview of the entire system. The description shall also include an overview of all available modules and the basic schema of the application.

**3.5.1.5.** The primary interface for system users shall be a graphical user environment utilizing all standard Windows features including the following:

**3.5.1.5.1.** Cut and paste capability.

**3.5.1.5.2.** Graphical windows for the organization and display of information.

**3.5.1.5.3.** Each window shall include a scroll bar where needed for scrolling the window.

**3.5.1.5.4.** Each window shall include graphic buttons to minimize, close or restore the window.

- 3.5.1.5.5.** The application shall include a graphical tab at the side or bottom of the user interface for each window that is active.
- 3.5.1.5.6.** Users shall be able to switch between applications or windows within an application by utilizing CTL-F6, ALT-Tab or some other easily accessed key sequence.
- 3.5.1.5.7.** Pull-down lists for each restricted-entry field. (e.g. violation type codes, etc.)
- 3.5.1.5.8.** Allow the user to type an entry into a restricted entry field, even if a pull-down list is offered.
- 3.5.1.5.9.** When typing in a restricted entry field the application will automatically pre-fill the field with the next value in the restricted list that matches the characters which have already been entered. For example, if the incident type code is "STRUC", when the user types "ST" if "STRUC" is the next entry on the list the application will auto-fill the field with STRUC.
- 3.5.1.5.10.** Menus to logically organize system commands.
- 3.5.1.5.11.** Short-cut key sequences, such as Control + I or Alt + G.
- 3.5.1.5.12.** Ability to "undo" multiple entries.
- 3.5.1.6.** The application should allow the System Administrator to define aliases for any pick-list value. For example, if "ST" is the pick-list abbreviation for street, the System Administrator will be able to define "STR" as an alias for "ST". When "STR" is entered, the application will convert the entry to "ST" instead.
- 3.5.1.7.** It is desired that whenever a date field is presented the application should include a calendar tool which can be used to graphically select a date. In this manner when the calendar tool is selected it will portray a calendar of the current month, and tools for incrementing or decrementing the calendar by a month at a time. The current date should be highlighted. When the user selects a date on the calendar, it auto-fills the date field with that date and places focus on the next field.
- 3.5.1.8.** The application shall have the ability to pre-populate pick lists with appropriate federal, state and local recognized codes and values applicable to tickets and collision reports. For example, the vehicle type codes pick list shall be pre-loaded with NCIC values.
- 3.5.1.9.** Except to display information that pertains to the immediate safety of an employee, the application shall not automatically display dialog

boxes or obscure the user's standard information display unless in response to a user initiated command.

**3.5.1.10.** If an entire record cannot be displayed on-screen at one time, the application shall provide a means of scrolling or paging through the record by using the keyboard, mouse, or arrow keys.

**3.5.1.11.** The application shall utilize function keys, short-cut keys and command identifiers consistently throughout the application.

**3.5.1.12.** The application shall incorporate a windowed design that allows the officer to view at least two different forms or process two commands simultaneously. For example, an officer may be filling out a collision report and wish to get information from an incident that occurred last week. Without closing the current collision record, the Officer should be able to initiate a search for a previous incident and view the details of that record.

**3.5.1.13.** The application shall include a status line which is visible at all times and displays the current time, date, the mode which the workstation is logged on (production or training), and the ID of the logged on officer.

**3.5.1.14.** The application shall include a means of displaying the version number of the application currently in use.

**3.5.1.15.** The application shall have the ability to auto-populate fields or lists based on entries in other fields or lists.

### **3.5.2. Hardware Interfaces**

**3.5.2.1.** IBM compatible microcomputer workstations (desktops and laptops) with an Intel Pentium III processor or better

**3.5.2.2.** IBM application, database and print servers

**3.5.2.3.** Firewall, Switch and Routers

### **3.5.3. Network Software**

The application shall be compatible with the following or equivalent software:

**3.5.3.1.** Microsoft Windows 2000 or XP Professional

**3.5.3.2.** Microsoft Exchange 2003

**3.5.3.3.** Microsoft Windows Server 2003

**3.5.3.4.** Microsoft SQL Server 2000

- 3.5.3.5. IBM Tivoli Storage Manager
- 3.5.3.6. Vantage Network Monitoring Tools
- 3.5.3.7. CISCO Security Agent
- 3.5.3.8. Zone Labs Integrity
- 3.5.3.9. Sygate Secure Enterprise

#### 3.5.4. Communications Interfaces

The application shall be able to use the following communications interfaces:

- MS Internet Explorer 6.0 or higher or a compatible Web Browser

### 3.6. **Software Functions**

The TDCS shall be able to satisfy the following system function requirements:

#### 3.6.1. XML Data Exchange Standards

- 3.6.1.1. The application shall have the ability to package data collected according to standard XML schemas to exchange data with internal and external legacy systems.
- 3.6.1.2. The application shall contain functionality that allows the system to exchange XML data with internal and external systems that are compliant with GJXDD standards.
- 3.6.1.3. The application shall use collision data XML standards designated by WSDOT.

#### 3.6.2. Statewide Data Exchange Interface

The application shall be able to interface with the State's statewide data exchange architecture being constructed for the Justice Information Network (JIN) so that agencies can publish and receive messages (forms data) to and from other agencies connected to the system.

#### 3.6.3. Remote Access

- 3.6.3.1. The application shall operate effectively and reliably in both connected and disconnected environments and provide users at remote sites across the state access to backend systems in a secure manner.
- 3.6.3.2. The application shall allow remote users to access a central database and upload/download data through the internet using a

secure web portal supplied by the vendor or using Internet Explorer and a VPN connection.

**3.6.3.3.** The application shall enable users to access the central database and upload/download data through a direct Ethernet or Token Ring network connection.

**3.6.3.4.** The application shall enable users to access the back office database and upload/download data through a direct network connection, dial-up, and wireless connections. As used in this RFP, the term "back office" means the data collection software functionality that receives traffic data collected from field-based laptops for supervisory review, processing and transmission to a jurisdictional server and the statewide data exchange network.

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**3.6.3.5.** The application shall be capable of transferring data at a rate of no less than 40 Kbps in a wireless environment.

**3.6.3.6.** The application shall be able to operate reliably in a "disconnected mode" across the state without degrading mobile data terminal or network performance.

#### **3.6.4. Hardware Platform Independence**

The application shall be adaptable to work well on desktops, laptops, notebooks, tablets, and handheld devices (handheld devices may not be applicable for collisions).

#### **3.6.5. Deployment, Updates and Version Control**

The application shall include the functionality to enable agencies to efficiently deploy and update the application, forms, tables, upgrades, and patches to all field units and work stations.

**3.6.5.1.** The application shall include functionality to enable the System Administrator to design a deployment mechanism within the application to efficiently send out new forms, tables, upgrades, and patches to field units and work stations as part of the connection process.

**3.6.5.2.** The application shall have tools to deploy the application, updates, forms, tables, drop down lists, and edits to remote field units located around the state either through the Internet or a network using a direct or wireless connection.

**3.6.5.3.** The deployment and update process shall be easy to set up and maintain, and be streamlined for maximum efficiency and convenience to the officer.



- 3.6.5.4.** The application shall have tools for maintaining electronic forms version control and consistency among all users at all locations throughout the state.

### **3.6.6. Data Capture and Synchronization**

- 3.6.6.1.** The application shall be able to capture all required data elements and to synchronize and transmit the data from a mobile platform to back-end office and jurisdictional level database server(s).
- 3.6.6.2.** The application shall provide an interface with robust data editing and error correction capabilities for installation on all field and office based platforms (desktops, laptops, tablet PC's, notebook PC's, hand held devices) to capture all required data elements contained in electronic forms. The application shall also utilize commands to synchronize and transmit the data from the mobile platform to a central database server on at least a daily basis.
- 3.6.6.3.** The application shall be able to capture the required data elements on a standard Washington state collision report form using a mobile platform for uploading to a central server
- 3.6.6.4.** The application shall be able to capture the required data elements on the state approved ticket forms using a mobile platform for uploading to a central server.
- 3.6.6.5.** The application shall be able to scan in 2D bar codes on Washington driver's licenses and vehicle registration documents and enter the encoded data into the appropriate fields of an electronic form using a hand held bar code scanner in a mobile environment.
- 3.6.6.6.** The application should be able to read 2D bar codes on other state driver's licenses and vehicle registration documents and enter the encoded data into the appropriate fields of an electronic form using a hand held bar code scanner in a mobile environment.
- 3.6.6.7.** The application shall be able to capture data received from DOL driver's license and vehicle registration data systems queries (Driver's checks) and load the designated data elements into the appropriate fields on the ticket, collision report and other forms as required.
- 3.6.6.8.** The application shall allow a state system administrator to apply business rules and business edits to any electronic form for data accuracy.
- 3.6.6.9.** The application shall employ a decision tree structure so that only needed pieces of a form will be filled out.

### **3.6.7. Data Entry**

- 3.6.7.1.** The application shall provide a logical set of functions, commands and menus for entering data into electronic forms.
- 3.6.7.2.** The application should allow the user to select between a guided data entry process such as a wizard-driven process, or direct field entry within the form.
- 3.6.7.3.** The user should be able to tab between fields to aid in navigation and data entry to improve work flow.
- 3.6.7.4.** The application shall allow the System Administrator to designate fields that can pre-fill content based on user log-in ID.
- 3.6.7.5.** The application shall be able to generate an auto-number on any form.
- 3.6.7.6.** The application shall have the ability to interface with other systems that supply information, such as driver's license and vehicle registration information returned from DOL systems queries, and populate the appropriate fields in all active forms.

### **3.6.8. Error handling**

The application should immediately identify data entries that violate the business rules and display a message explaining the error and how to correct it.

### **3.6.9. Forms, Screen Layouts and Views**

The application shall allow the state system administrator to create customizable electronic forms, screen layouts, data entry templates, menus, toolbars and navigation trees.

### **3.6.10. Forms Data Integration**

The application shall be able to enter data captured into the appropriate common fields throughout all active forms and require data only be entered once.

### **3.6.11. Repeating Form Sections**

The application shall allow users to easily repeat form sections, eliminating the need to re-enter data or recreate additional forms.

### **3.6.12. Record Accountability and Security**

- 3.6.12.1.** The application shall have a structured tracking function to account for and reconcile the creation of all records.
- 3.6.12.2.** The application should maintain a permanent record of each form created by users in the database
- 3.6.12.3.** The application shall have functionality that allows the System Administrator to assign blocks of numbers to multiple users across the state from a central database for individual assignment to tickets
- 3.6.12.4.** The application shall enable users to search a central database and reconcile all form numbers issued to an officer, all forms used, validated, voided, transmitted and remaining in the system
- 3.6.12.5.** The application shall provide a reporting capability to print out the reconciliation of all forms.
- 3.6.12.6.** The application shall be able to identify and prevent duplicate forms from being created and transmitted and original forms from being overwritten.

### **3.6.13. Forms Review and Tracking**

The application shall record data that will allow the following:

- 3.6.13.1.** A structured routing function that will route completed forms or reports to and from required review points and supervisory personnel.
- 3.6.13.2.** Facilities for reviewers to electronically approve forms and send them to the next step in the review and approval process.
- 3.6.13.3.** Facilities for reviewers to disapprove a report, return it to the previous step in the review and approval process, and attach comments to the report.
- 3.6.13.4.** Named individuals to be defined as reviewers.
- 3.6.13.5.** Approval by specific offices as opposed to named individuals.
- 3.6.13.6.** System Administrator is able to define each review and approval step for a completed form or report.
- 3.6.13.7.** System Administrator is able to define the next step when a form or report is approved or disapproved.

**3.6.13.8.** Allow the System Administrator to define at what point in the review and approval process, and to where or whom copies of reports will be routed.

**3.6.13.9.** Track the creation, review and approval process for each form.

**3.6.13.10.** Have the ability to provide quality assurance reports by officer. Hence, it shall be possible to identify officers whose reports are returned for corrections at a higher than average rate.

**3.6.13.11.** Track all incomplete reports.

**3.6.13.12.** Notify an officer if they have reports that are incomplete or that have been returned for corrections when they log-on to the application.

**3.6.13.13.** Allow supervisors and administrators to print a report of all incomplete reports by officer responsible or by higher level aggregations of officers

**3.6.13.14.** Allow the System Administrator to define a time limit for incomplete reports. When an incomplete report exceeds this time limit, the application will send a notification to the next step in the review and approval process.

**3.6.13.15.** Allow the System Administrator to define a time limit for reports that have been returned for corrections. When an incomplete report exceeds this time limit, the application will send a notification to the next step in the review and approval process.

**3.6.14.      Updating forms**

**3.6.14.1.** The application shall provide the ability to update ticket and collision forms after their initial creation, depending on the form status.

**3.6.14.2.** The application shall allow additional documents to be attached to forms after their initial creation.

**3.6.15.      Forms Flow Tracking**

**3.6.15.1.** The application shall be able to track the status of forms from their initial creation to their delivery to a back-end office, central database and the distribution to other internal or external systems.

**3.6.15.2.** The application shall be able to trace, display and print a report displaying the status at each step of the process of a form from the originating field unit to the receiving agency, showing the status along the path (issuance, approval, transmit, rejection, acceptance, receipt, return).

#### **3.6.16. Forms Content Quality Control**

**3.6.16.1.** The application shall be able to record and display the status and flow of forms submitted to external agencies and allow for efficient error correction for quality control purposes.

**3.6.16.2.** The application shall provide functionality to allow forms to be reviewed by the receiving agency with the ability to reject and return a form with the exception data elements identified back to the originating officer for correction.

**3.6.16.3.** The application shall have the ability to produce reports listing the forms rejected, error messages, warnings and status.

#### **3.6.17. Forms Development and Debugging Tools**

**3.6.17.1.** The application shall be able to use industry standard tools for development staff to create forms, validation edits, tables, drop-down (pick) lists, check boxes, radio buttons and error debugging.

**3.6.17.2.** The vendor shall provide training to technical staff on how to use the development tool if a proprietary software development kit is used.

**3.6.17.3.** A proprietary tool kit shall not be required to create or modify forms.

**3.6.17.4.** The application shall be able to use industry standard tools if a proprietary software development kit is used.

#### **3.6.18. Incident Location Addressing and GPS**

The application shall be able to integrate incident location information (e.g., street addresses, route addressing, x/y coordinates) into the record from various location methods (e.g., 3<sup>rd</sup> party software, GPS receivers, tables, data entry, etc.).

#### **3.6.19. Data Import and Export Tools**

The application shall be able to import and export data to and from RDBMS databases, MS Word, Excel, ASCII delimited data, and Adobe Acrobat ®.

#### **3.6.20. Incident Diagramming Tools**

The application shall contain an integrated incident diagramming tool or be able to interface with third party applications such as VISIO 2000®, Easy Street Draw® or Quick Scene®, etc. that allows Officers to quickly create and embed detailed collision and incident scene diagrams within a collision report or ticket with minimal training.

### **3.6.21. Signature Capture**

The application shall be able to capture signature images using a touch screen interface and a stylus or a hand-held imaging device and embed them into electronic forms, display them on screen and print them.

### **3.6.22. Word Processing**

The application shall have a report-writing feature with word processing capability that includes spell check and that can cut, copy and paste RCW and WAC codes and other text into forms, reports and documents, and print.

### **3.6.23. Electronic Attachments**

The application shall be able to import and attach multiple electronic reports or documents, incident drawings, digital images, maps, and scanned documents to electronic forms and reports.

### **3.6.24. Printing**

The application shall provide functionality that allows users to select, configure and to print a variety of standard form types, layouts and sizes in a mobile or office environment.

### **3.6.25. Database Query and Reporting Tools**

**3.6.25.1.** The system shall include an integrated ad hoc database search and reporting tool or include a third party application.

**3.6.25.2.** The system shall include query and reporting tools to build complex queries and reports using data stored either on the client or in a jurisdictional level central database.

**3.6.25.3.** The query tools should allow searches using single or multiple parameters.

**3.6.25.4.** The reporting tool shall have the following capabilities:

**3.6.25.4.1.** The ability to export data files in ASCII, .DBF, .MDB, .XLS, .DOC, and delimited text.

**3.6.25.4.2.** Allow users to specify whether to print a report to the screen, to a printer, or to a file.

**3.6.25.4.3.** Include a print preview command with a true WSIWYG format.

**3.6.25.4.4.** Include an ad hoc report writing tool that can be used by a person with minimal training to construct and format new reports.

**3.6.25.4.5.** Allow users to access any field that resides on the application when constructing reports.

**3.6.25.4.6.** Include the following standard information in a printed report:

3.6.25.4.6.1. Report title,

3.6.25.4.6.2. Date printed,

3.6.25.4.6.3. Page number of printed report,

3.6.25.4.6.4. Printed by, and

3.6.25.4.6.5. Date range which report covers (for date range oriented reports).

### **3.6.26. Audit Log**

The application shall have an integrated audit log capable of recording, displaying and reporting all transactions occurring in the central database, on mobile platforms, and workstations.

### **3.6.27. Other General Functional Requirements**

The state prefers that the application offer the following commands and functions:

**3.6.27.1.** A command that can be used to close all active windows

**3.6.27.2.** A command that can be used to close all active windows and log the user off the system

**3.6.27.3.** A command to print the image of any window at any time

**3.6.27.4.** A command to print the various elements of a displayed record at any time

**3.6.27.5.** The application should allow the scheduling of selected commands within the application to be repeated daily, weekly, or monthly or run once at a designated date and time.

**3.6.27.6.** The application shall allow the officer to initiate any command by selecting a menu option.

**3.6.27.7.** The application shall allow the officer to initiate any command by entering a short-cut key sequence

**3.6.27.8.** The application shall make logical use of function keys to expedite the user's interaction with the application and initiation of key commands

**3.6.27.9.** Clicking with the mouse to hyperlink to underlying records or information

**3.6.27.10.** Right click to bring up context sensitive menu choices

**3.6.27.11.** Scroll wheel to scroll the window up and down. It is desirable that the application allow the System Administrator to define the right-click menu choices

### **3.7.     *System Requirements***

#### **3.7.1. Development Environment and Architecture Requirements**

**3.7.1.1.** The application shall be designed primarily as an open architecture system developed in a non-proprietary software development environment.

**3.7.1.2.** The application shall include a centralized database and application-specific clients running on remote workstations, mobile data computers, and hand-held devices.

**3.7.1.3.** The vendor's response to the RFP shall provide a high level network diagram that shows the physical layout of the mobile data terminals, proposed servers, workstations, network connections, and interface connections.

**3.7.1.4.** The client should include local error checking, pick lists and other functions which will minimize the necessity for on-going interaction with the server.

#### **3.7.2. Mobile System Requirements**

**3.7.2.1.** The application shall be designed to capture traffic data from remote mobile data computers (MDC) in a variety of work environments (car, van, motorcycle, etc.) with interfaces to other relevant law enforcement information systems using CDPD, 802.11g or higher, other wireless technologies, and dial-up connections.

Comment [dam1]: WAN?

**3.7.2.2.** Vendors shall describe in detail any interfaces with mobile data systems that they have deployed previously in other sites. The description shall include the mobile data system to which the interface



was built and the functionality of the interface. *Please include any operational or technical limitations of the interface.*

**3.7.2.3.** Vendors shall describe the capabilities or limitations for users accessing the system via an MDC communicating over radio or CDPD link.

**3.7.2.4.** Vendors shall describe the differences in capability of the application when it is connected or not connected to the central application or database.

**3.7.2.5.** MDC users should be able to access external systems to retrieve driver license and vehicle information that can be directly imported into forms.

**3.7.2.6.** Vendors shall describe in detail any interfaces with Computer Aided Dispatch (CAD) or other information systems that they have deployed previously in other sites. The description shall include the CAD or other information system to which the interface was built and the functionality of the interface. *Please include any operational or technical limitations of the interface.*

### **3.7.3. Security Requirements**

**3.7.3.1.** The proposed product shall provide sophisticated table-driven internal security.

**3.7.3.2.** The System Administrator shall have the ability to set authority levels, set up document review, pending and approval processes, and restrict access rights to fields, records, functions, reports, interfaces, and modules based upon user categories.

**3.7.3.3.** Each User shall be required to log into the application by entering a User Id and Password in order to access the product and the data files.

**3.7.3.4.** The System Administrator should have the ability to define unique form identification numbers and organization codes.

**3.7.3.5.** Each User shall have the ability to change his/her own password.

**3.7.3.6.** The application should allow the System Administrator to define the following aspects of a user password:

**3.7.3.6.1.** Minimum length (up to 32 characters)

**3.7.3.6.2.** Maximum length (up to 32 characters)

**3.7.3.6.3.** Either all alpha or numeric characters or a combination

**3.7.3.6.4.** Expiration date or valid time period for a password

**3.7.3.6.5.** Prohibited passwords

**3.7.3.6.6.** Number of times a password can be re-used.

**3.7.3.7.** The System Administrator shall have the ability to reset user passwords.

**3.7.3.8.** The application shall determine access to features and functions within the application by user categories

**3.7.3.9.** The application should incorporate a security table which allows the System Administrator to indicate whether each user category has the following access to each field: read, write, edit, or delete

**3.7.3.10.** The System Administrator shall be able to control whether the officers of one agency have access to the application, incident, or unit files of another user agency

**3.7.3.11.** The application should allow the System Administrator to restrict the access of a specific workstation.

**3.7.3.12.** All passwords shall be stored in an encrypted database.

**3.7.3.13.** When the user is logging onto the system, the password shall not be echoed on the screen.

**3.7.3.14.** If a user unsuccessfully attempts to logon to the application an authorized administrator-defined number of times, the user's account shall be suspended and the user shall be unable to logon and the System Administrator shall be notified.

#### **3.7.4. Import/Export Records**

**3.7.4.1.** The application shall include tools to import and export data to and from third party applications including, but not limited to, MS Word®, MS Excel®, MS Access® and Adobe Acrobat ® and be able to import records from databases including, but not limited to, MS SQL Server, MS Access, DB2 and Oracle.

**3.7.4.2.** The application shall be able to export any record or report to a file.

**3.7.4.3.** At a minimum, the application shall support exports in the following file formats: ASCII, delimited text, .xls, .dbf,.mdb, XML, .doc.

**3.7.4.4.** The application should offer the ability to routinely schedule the creation of the export file at a user-specified time.

- 3.7.4.5. The application should allow the System Administrator to define the fields that will be included in the export file.

### **3.7.5. Training and Test Requirements**

- 3.7.5.1. The application should include training and test systems that utilize live data files.
- 3.7.5.2. The use of the training and test system shall not degrade the performance of the production system.
- 3.7.5.3. The training and test system shall record the entries made in secondary storage files where they can be retrieved for review.
- 3.7.5.4. The system shall not mingle training data with production data.
- 3.7.5.5. Users logged on to the training and test system shall have access to all application commands and functions.
- 3.7.5.6. The System Administrator shall have the option to enable or disable system interfaces for users logged on to the training and test system.

### **3.7.6. General System Administration Requirements**

- 3.7.6.1. The application should allow the System Administrator to add user-defined fields to the database and any form
- 3.7.6.2. The application should allow the System Administrator to pre-define the content of designated fields
- 3.7.6.3. The application should allow the System Administrator to define which date and time fields will be pre-filled with the current time and date. For example, for each new incident report the application might pre-fill the incident date field with the current date
- 3.7.6.4. The application shall pre-fill certain fields based on the user's login
- 3.7.6.5. The application shall allow the System Administrator to assign individual users to user categories.

## 4. RFP Administration and Instructions to Vendors

### 4.1. ***Objectives and Timeframe***

The vendor shall design, develop and implement field based data collection software in accordance with the requirements described in this RFP. The tentative timeframes for completion of objectives established for this project are:

<b>Objective</b>	<b>Completion Timeframe</b>
Project planning & design	4 weeks following selection of ASV
Negotiate contract & approve plan	6 weeks following selection of ASV
Development/testing iterations	1 month before final acceptance
Training (technical & officers)	2 months before final acceptance
Final testing acceptance & turnover	6 months following contract signature

### 4.2. ***RFP Process***

4.2.1. The response to this RFP will be evaluated to determine the top three vendors.

4.2.2. The three vendors scoring highest based on their written responses to this RFP will be expected to appear on site in Olympia, WA with their Project Manager and at least one technical member from their project team for a period of no less than two hours to demonstrate their ability to satisfy the requirements of this RFP and answer questions.

4.2.3. The State will select an Apparently Successful Vendor (ASV) based on the vendor's written response, any site inspections the State may elect to conduct, and the demonstration.

4.2.4. The ASV will be required to enter into a contract for a four-week project planning and design phase, during which the ASV's Project Manager and members of the ASV's Project Team will work in Olympia, WA with the State's representatives. The project planning and design phase will produce a Detailed Design Document (DDD) and Statement of Work (SOW) that will further specify the system requirements, project deliverables, timelines and payment schedule. The State will compensate the ASV for its efforts during the four-week project planning and design phase upon delivery to the RFP coordinator of the DDD and SOW.

4.2.5. Either party may elect at any time during or at the conclusion of the four-week planning and design phase to terminate the contract. In the event of such termination, the ASV shall be compensated pro rata for its efforts toward development of the DDD and SOW as determined by the RFP

Coordinator. The State may elect to enter into a project planning and design phase with another contractor as determined by the Evaluation Team.

#### 4.3. ***Project Deliverables***

##### 4.3.1. **Timeline and Payment Schedule**

A timeline and payment schedule will be negotiated during the four-week project planning and design phase. Major phases and deliverables will be identified and payments will be associated with those phases and deliverables.

##### 4.3.2. **Budget**

A budget of \$400,000 is available for this project. Bids that exceed \$400,000 should identify the proposed working solution that can be provided for that amount. Requirements not included in this base solution should be identified with price estimates.

##### 4.3.3. **Deliverables**

Deliverables for this project shall consist of:

<b>Project Planning &amp; Design (Elaboration) Phase:</b>
Project Schedule
Conceptual Design
Detailed Design Document (DDD)
Statement of Work (SOW)
Risk List
<b>Construction Phase:</b>
Traffic Data Collection Software
Implementation Plan
System Test Plan
Acceptance Test Plan
Training Plan and Manuals
System Documentation
Application Implementation and Acceptance
Post-Implementation Report

#### 4.4. ***Content of proposals***

Proposals shall include the following information: [Appendix F – RFP Response Checklist may be a useful tool to help ensure that these items are included in the proposal]

#### **4.4.1. Cover Page**

The proposal shall begin with a cover page. At a minimum, the cover page shall contain the following information:

- Identity of the project
- Name of the offeror
- Name and title of the person to be contacted concerning the offeror's proposal
- Telephone number, e-mail address and fax number for the offeror's contact person
- Date of the proposal
- Offeror's Federal Tax Identification Number (TIN) or Social Security Number (SSN) and vendor's Uniform Business Identifier (UBI) number. Information about the UBI can be obtained by calling the Washington State Department of Licensing or by visiting its website at: <http://www.dol.wa.gov/mls/ubiprogram.htm>.

#### **4.4.2. Offer.**

Provide a statement that the price quoted in the response constitutes a firm offer valid for sixty (60) days following receipt and that the State may accept any time within the 60-day period.

#### **4.4.3. Cost Proposal.**

The cost proposal shall include an itemized list of all direct and indirect costs associated with providing the deliverables described in Section 4.3.3 of this RFP, organized by deliverable, and broken down by detailed deliverable subsections described in the project work plan.

#### **4.4.4. Qualifications (Knowledge, Expertise, Capabilities)**

**4.4.4.1. Offeror History.** A statement giving a brief description and history of the Offeror's organization and anticipated utilization of its available resources for this project.

**4.4.4.2. Offeror Qualifications.** Information that highlights Offeror's particular abilities to successfully complete the services and how the Offeror will structure, develop and manage the project.

**4.4.4.3. Experience.** Describe the experience of the Offeror and professional staff that will be assigned to this project with developing and deploying mobile traffic data collection software applications.

**4.4.4.4. Assignment of Professional Staff.** The Offeror shall provide sufficient staff that is trained, assigned, monitored and supervised. The response shall state the names of individuals that will work on the

project, the roles they will fill, and include their resumes. Resumes should include education, experience, significant accomplishments and any other information pertaining to the project. Please describe job experience in similar projects for the past five years, include specific tasks accomplished by each proposed team member, and include the total months the team member worked on each engagement. When describing a team member's experience and training, be specific in documenting the work the team member accomplished.

#### **4.4.4.5. Conflicts of Interest.**

**4.4.4.5.1.** The Offeror shall document any conflict(s) of interest due to other clients, contracts, or property interest. Include a sworn statement certifying that no member of ownership, management, or staff has vested interest in any aspect of this project.

**4.4.4.5.2.** Provide a statement that no assistance in preparing the response was received from any current or former employee of the State of Washington whose duties relate(d) to this RFP, unless such assistance was provided by the state employee in his or her official public capacity and that neither such employee or any member of his or her immediate family has any financial interest in the outcome of this RFP.

**4.4.4.5.3.** State if the vendor or any employee of the vendor is related by blood or marriage to an AOC employee. If there are such relationships, list the names and relationships of such parties. Include the position and responsibilities within the vendor's organization of such vendor employees.

**4.4.4.5.4.** State whether any of the individuals to perform work on the contract is a current state employee or a former state employee during the past two years. State the employing state agency, individual's title at that state agency, and termination date.

**4.4.4.6. Supplemental Information.** Any supplemental information the Offeror thinks will be valuable to the state in evaluating the qualifications of the Offeror and its individual personnel to provide the services described in this RFP.

#### **4.4.5. Financial Information**

##### **4.4.5.1. Status of Offeror.**

**4.4.5.1.1.** If a corporation, list the state and date of incorporation.

**4.4.5.1.2.** If other than a corporation, list all general partners, joint venturers, persons or entities with an interest of ten percent (10%) or more in the Offeror, indicating the title, if any, and the percentage of the interest of each.

**4.4.5.2. Failure to Complete Prior Projects.** Disclose whether the Offeror (or any general partner or joint venture of the Offeror) has ever failed to complete a similar project. If so, list the date of commencement of the project and the entity for which the project was to be performed, and explain why the project was not completed.

**4.4.5.3. Litigation.** State the case number and party names of all litigation the vendor has been named in that has been filed since January 1, 1997. Vendor may omit any employment related cases. It is not sufficient to state that litigation has no effect on this procurement. FAILURE TO DISCLOSE will result in disqualification of the vendor and, if applicable, may be grounds for termination of any contract entered with the vendor.

**4.4.5.4. Financial Statements.** Provide five years of audited financial statements and the most recent Dun & Bradstreet report.

**4.4.5.5. Organization.** Provide an organizational chart depicting a breakdown of employee positions by department or functional role within the organization.

#### **4.4.6. Requirements Matrix.**

Vendors shall respond to each question/requirement contained the matrix found in Appendix A. The vendor response shall acknowledge each requirement with either a description of how each requirement will be satisfied or the extent of noncompliance including justification for any proposed workarounds.

#### **4.4.7. Exception list.**

Offeror shall provide an exception list that identifies the specific business or technical requirements of this RFP that cannot be met as stated, describes the reasons it cannot be met, and outlines proposed alternative solutions.

#### **4.4.8. Design.**

The response to this RFP shall provide a comprehensive top-level design for the system, including a description of the proposed architecture, hardware, software and network components.



#### **4.4.9. Project Work Plan.**

The proposal should contain a section that focuses on the project work plan. It should provide a preliminary work plan that will be refined during the four-week detailed design and project planning phase. The purpose of the work plan is to establish a schedule with tasks, identify resource requirements, identify and describe deliverables and activities, and establish mutual expectations and understanding in order to complete the project successfully.

The project work plan should include:

- 4.4.9.1.** A description of how the offeror plans to become familiar with the State's existing systems environment and the requirements of the contract.
- 4.4.9.2.** A description of the project management tool(s) that will be used to manage and maintain the project work plan and resources throughout the life of the project.
- 4.4.9.3.** An identification of the tasks required to complete the project.
- 4.4.9.4.** A definition of dependencies between tasks within the work plan.
- 4.4.9.5.** A definition of how the various tasks combine to create the contract deliverables.
- 4.4.9.6.** A segregation of the project tasks into phases or iterations and resulting key project milestones.
- 4.4.9.7.** A clear indication of how and when proposed application areas will be developed and delivered.
- 4.4.9.8.** A Gantt chart showing tasks, activities, phases, dependencies, and milestones.
- 4.4.9.9.** A schedule of expected on-site support provided by offeror's staff for each phase of the project.
- 4.4.9.10.** In addition to narrative, this section should include a preliminary project work plan developed in a MS Project 2000 compatible format. The narrative should facilitate understanding of the work plan.

#### **4.4.10. Source Code.**

The State prefers to own the application source code upon completion. The proposal shall describe the offeror's willingness and ability to provide the source code without additional charge upon project completion. The willingness and ability to provide the source code will be a factor in the RFP evaluation. However, source code ownership is not an absolute requirement for

consideration. The State will entertain proposals from organizations that are not willing or able to provide the source code and reserves the right to select such a proposal.

#### 4.4.11. **References**

Provide at least three client references for projects of similar size and complexity. Information should include, at a minimum:

- Company name
- Contact name
- Contact's Title
- Mailing address
- Telephone number
- E-mail address
- Description of services provided

#### 4.4.12. **Payment Schedule.**

Provide a deliverable/payment schedule for this project that:

- Describes each deliverable;
- Estimates the cost of each deliverable;
- Estimates a schedule for completion of each deliverable.

#### 4.5. ***Proposal Format***

Vendors shall submit their proposals electronically either on a CD, DVD, (5 copies needed) or via email. The response shall be entirely self-contained. For example, there shall not be links to web pages or other documents that are not contained in the delivered package. Additionally, five (5) paper copies of the proposal would be helpful for the evaluation, but are not required. If submitted, the paper copies should be on standard 8-1/2 by 11 inch paper.

Documents contained in an electronically submitted response shall be in MS Word, .PDF, or HTML.

#### 4.6. ***RFP Coordinator***

Upon release of this RFP, all vendor communications concerning this acquisition shall be directed to the RFP Coordinator listed below. Unauthorized contact regarding the RFP with other state employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the State. Only written statements issued by the RFP Coordinator should be relied upon.

Randy McKown, RFP Coordinator  
Administrative Office of the Courts  
1206 Quince Street SE  
P. O. Box 41170  
Olympia, WA 98504-1170

E-mail: [randy.mckown@courts.wa.gov](mailto:randy.mckown@courts.wa.gov)  
Telephone: (360) 705-5245  
FAX: (360) 586-8869

#### 4.7. **RFP Schedule**

RFP released	March 8, 2005
Written questions received by 12:00 noon PST	March 15, 2005
Pre-proposal vendor conference	March 15, 2005
Responses to questions posted on Internet	March 17, 2005
Proposals due no later than 4:30 P.M. PST	March 31, 2005
Evaluation period and possible site visits	March 31-April 7, 2005
Three highest scoring vendors announced	April 7, 2005
Demonstrations at Olympia, WA	April 14-15, 2005
Evaluation period	April 15-20, 2005
Apparent successful vendor announced	April 20, 2005
Protest period	April 20-April 27, 2005
Execute contract for project planning and detailed design phase	April 28, 2005
Project Planning and Design Phase	May 2 – May 27, 2005
Project Plan, DDD, and SOW delivered	May 27, 2005
TDCS contract executed	May 31, 2005
Work commences	May 31, 2005

#### 4.8. **Questions**

Specific questions concerning the RFP should be submitted to the RFP Coordinator in writing by fax, email or hand delivery no later than the listed date in the RFP Schedule.

Questions will not be accepted beyond this date. Responses will be posted to the AOC internet site (<http://www.courts.wa.gov/procure/>) no later than the date listed in the RFP Schedule.

Oral responses given to any questions are to be considered preliminary and non-binding. Only written responses to questions will be considered official.

#### 4.9. **Pre-Proposal Vendors Conference**

An optional pre-proposal vendor's conference for all participating vendors will be held as scheduled in Section 4.7. The conference will be held in Olympia, WA at a location to be announced.

Specific questions concerning the RFP should be submitted to the RFP Coordinator in writing prior to the conference. Additional questions will be entertained at the conference; however, responses may be deferred and provided at a later date. [See the RFP Schedule for the timing of post-conference written questions and posted responses.] Copies of all written questions and State's responses will be posted on AOC's Internet site. <http://www.courts.wa.gov/procure/>. Only written responses will be considered official.

#### **4.10. *Proposal Date and Location***

The vendor's proposal, in its entirety, shall be received by the RFP Coordinator in Olympia, Washington, in accordance with the schedule contained in Section 4.7 above. Late proposals will not be accepted and will be automatically disqualified from further consideration. For email submissions, the "receive date/time" posted by the RFP Coordinator's email system will be used as the official time stamp.

Vendors assume the risk of the method of dispatch chosen. The State assumes no responsibility for delays caused by the U.S. Postal Service, state mail delivery systems, network problems, or any other party. Postmarking by the due date will not substitute for actual receipt. Late proposals will not be accepted, nor will additional time be granted to any vendor. Proposals shall not be delivered by facsimile transmission.

#### **4.11. *Costs of Preparing Proposals***

The State will not pay any vendor costs associated with preparing proposals, submitted in response to this RFP.

#### **4.12. *Proposals Property of the State***

All proposals, accompanying documentation and other materials submitted in response to this RFP shall become the property of the State and will not be returned.

#### **4.13. *Proprietary Information/Public Disclosure***

All proposals received shall remain confidential until the evaluation is completed and the vendor is selected and approved. Thereafter proposals shall be deemed public records. Confidentiality requests will not be honored.

#### **4.14. *RFP Amendments/Cancellation/Reissue/Reopen***

The State reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. The State also reserves the right to cancel or reissue the RFP. Changes which occur prior to the RFP submittal due date will be posted on AOC's procurement website.

#### 4.15. ***Minor Administrative Irregularities***

The State reserves the right to waive minor administrative irregularities contained in any response.

#### 4.16. ***Inability to Enter Contract:***

The State reserves the right to eliminate from further consideration any vendor that the State, because of legal or other considerations, is unable to contract with at the time responses are due in accordance with the RFP schedule.

#### 4.17. ***No Obligation to Enter a Contract***

The release of this RFP does not compel the State to enter any contract.

The State reserves the right to refrain from contracting with any vendor that has responded to this RFP whether or not the vendor's proposal has been evaluated and whether or not the vendor has been determined to be qualified. Exercise of this reserved right does not affect the State's right to contract with any other vendor.

The State reserves the right to request an interview with any vendor who is a prospective contractor prior to entering a contract with that vendor. If a vendor declines the request for an interview for any reason, the vendor will be eliminated from further consideration.

#### 4.18. ***Multiple Contracts***

The State reserves the right to enter contracts with more than one vendor as a result of this RFP.

#### 4.19. ***Non-Endorsement***

The selection of a vendor pursuant to this RFP does not constitute an endorsement of the vendor's services. The vendor agrees to make no reference to the State in any literature, promotional material, brochures, sales presentations, or the like without the express written consent of the State.

#### 4.20. ***Contract Payment Limitations***

The Washington State Constitution provides that the state of Washington shall make no advanced payment for goods or services. Therefore, the vendor should anticipate payment at the end rather than the beginning of the invoice period in which it submits any services for which a payment is due. Invoices should be submitted no more often than monthly.

#### 4.21. ***Holdback***

The State shall withhold fifteen percent (15%) from each payment for each deliverable until acceptance by the State of the complete project.

## 5. RFP Evaluation

### 5.1. ***Evaluation team.***

An Evaluation Team (Team) of at least three (3) persons will evaluate the responses to this RFP. In the evaluation, the Team will review the qualifications of the individuals proposed by the vendor to provide the required services, references of the vendor and individuals, and the cost quoted. The Team may also consider past contract performance and check references beyond those listed in the vendor's proposal.

### 5.2. ***Request for clarification.***

As part of the evaluation process, at the discretion of the Team, vendors may be asked to clarify specific points in their proposal. However, under no circumstances will the vendor be allowed to make changes to the proposal.

### 5.3. ***Interviews***

The Team may request an interview with the vendor that scores the highest. The Team may also request interviews with the individuals proposed by that vendor as project manager, project team members, or others. If a vendor or individual declines the request for an interview for any reason, the vendor may be eliminated from further consideration.

### 5.4. ***Site inspection***

The State may conduct on-site visits to evaluate the offeror's capacity to perform the contract. An offeror shall agree, at risk of being found non-responsive and having its proposal rejected, to provide the State reasonable access to relevant portions of its work sites. Individuals designated by the RFP coordinator may make such site inspections at the State's expense.

### 5.5. ***Working System Presentations***

As part of the proposal evaluation process, the State may require that offerors provide for on-site presentations that demonstrate actual working systems designed and implemented by the offeror. Any presentations conducted under this section will be in addition to the mandatory presentation of proposed systems described in Section 4.2.2. If the State elects to do so, an offeror would be required to coordinate one or more visits to locations where the State's representatives could experience a hands-on demonstration of a working system that the offeror completed and that is substantially similar to the system requested in this RFP.

A presentation of this type would involve a demonstration of the system itself, a demonstration of the delivery systems, and interviews with users, managers, and technicians at all levels of the system.

Travel and other costs associated with offeror personnel would be at the expense of the offeror. Travel and other costs associated with State's personnel would be at the expense of the State.

The State reserves the right to accept or decline site visit locations and schedules.

## 5.6. ***Proposals evaluation scoring***

Proposals will be evaluated using the following major areas of consideration:

- Understanding of the project 5%
- Experience and qualifications 10%
- Methodology and management plan 10%
- Functionality 35%
- Cost proposal evaluation 30%
- Source code ownership 10%

### 5.6.1. **Understanding of the Project – [5%]**

The proposals will be scored for understanding of the project by evaluating whether or not the offeror demonstrated a thorough understanding of the project through the quality and viability of the submitted proposal. Other criteria considered in this area will be whether or not the offeror has grasped pertinent issues, identified potential problem areas, understands the deliverables, and understands and accepts the State's terms and conditions and schedule requirements.

### 5.6.2. **Experience and qualifications – [10%]**

The proposals will be scored for experience and qualifications by evaluating the long-term viability and experience of the company and the individuals proposed for the project. This includes proposed subcontractors and other partnered entities and their proposed project personnel.

The company profile and past similar experience will be scored for applicability to this project, as will the resumes and past similar experience of the proposed project team. Company and team member references will also be considered in this area.

### 5.6.3. **Methodology and management plan – [10%]**

The proposals will be scored for methodology and management plan by evaluating the logic, clarity and organization of the proposed solution and project plan. This evaluation area will also look at project team organization, lines of authority and accountability, process for conflict resolution, responsiveness, and flexibility.

### 5.6.4. **Functionality – [35%]**

The proposals will be scored for functionality by evaluating the total functionality represented by the proposal and how well it fits with the State's requirements.

This area will consider how well the proposal responds to the technical and business requirements and the level of functionality provided.

#### **5.6.5. Cost proposal evaluation – [30%]**

The cost proposal represents up to 30% of the total proposal score. The lowest cost proposal dollar amount will receive the maximum number of points allocated for cost. Cost point allocation will be done using the following formula:

$$(\text{Price of Lowest Cost Proposal}) / (\text{Proposal Cost}) \times 30 = \text{Points Allocated}$$

#### **5.6.6. Source code ownership – [10%]**

As indicated in Section 4.4.9, the State prefers to own the source code of the completed system. The offeror's agreement to make the source code available to State without additional charge shall receive up to 10% of the available points.

## **6. Post-Evaluation**

### **6.1. *Notification of Selection of Apparently Successful Vendors***

Vendors whose responses have not been selected for further negotiations or award will be notified via fax or e-mail. Failure to include a fax number or e-mail address may result in no notification.

### **6.2. *Debriefing of Unsuccessful Vendors***

Vendors who submitted responses that were not selected will be given the opportunity for a debriefing conference. A request for a debriefing conference shall be received by the RFP Coordinator within three (3) business days after the notification to unsuccessful vendors is faxed or e-mailed to vendors. The debriefing shall be held within three (3) business days of the request.

Discussion will be limited to critique of the requesting vendor's response. Comparisons between responses or evaluations of other responses will not be allowed. Debriefing conferences may be conducted in person or on the telephone, at the discretion of the RFP Coordinator, and will be scheduled for a maximum of one (1) hour.

### **6.3. *Protest Procedures***

Vendors submitting a protest to this procurement shall follow the procedures described herein. Protests of vendors that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to the vendor under this procurement.

All protests shall be in writing and signed by the protesting party or an authorized agent. The protest shall state all facts and arguments on which the protesting party is relying. All protests shall be addressed to the RFP Coordinator.



Only protests stipulating an issue of fact concerning a matter of bias, discrimination, or a conflict of interest, or non-compliance with procedures described in the procurement document shall be considered. Protests not based on procedural matters will not be considered.

In the event a protest may affect the interest of any other vendor, such vendor(s) will be given an opportunity to submit their views and any relevant information on the protest to the RFP Coordinator.

Upon receipt of a protest, a protest review will be held by the State to review the procurement process utilized. This is not a review of responses submitted or the evaluation scores received. The review is to insure that procedures described in the procurement document were followed, all requirements were met, and all vendors were treated equally and fairly.

Protests shall not be accepted prior to selection of the apparently successful vendor. Protests shall be received within two (2) business days from the date of the notification of the apparently successful vendor. The Administrator or her delegate will then consider all the information available to her/him and render a written decision within five (5) business days of receipt of the protest, unless additional time is required. If additional time is required, the protesting party will be notified of the delay. No contracts will be entered into until such written decision is issued.

#### **6.4. *General Terms and Conditions***

The vendor selected will be expected to enter into a contract with AOC that is similar to the contract attached as Appendix E, including AOC's General Terms and Conditions.

Vendor may indicate which clauses it wishes to negotiate and the suggested language for selected clauses. In no event is a vendor to submit its own standard contract terms and conditions as a response to this RFP. The degree to which a vendor is willing to accept AOC's contract will be considered in the evaluation of this RFP. If the State and the Apparently Successful Vendor are unable to come to an agreement on the terms of the contract within the time specified in Section 4.5 of this document, the State may begin negotiations with another vendor.